



DEPARTMENT OF THE NAVY

NAVAL HOSPITAL
BOX 788250
MARINE CORPS AIR GROUND COMBAT CENTER
TWENTYNINE PALMS, CALIFORNIA 92278-8250

IN REPLY REFER TO:

NAVHOSP29PALMSINST 1740.1B
Code 0102
5 April 1996

NAVAL HOSPITAL TWENTYNINE PALMS INSTRUCTION 1740.1B

From: Commanding Officer

Subj: COMMAND SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3

Encl: (1) Sample Sponsor Request Memorandum
(2) Sample Sponsor Assignment Letter
(3) Sample Sponsor Checklist
(4) Sample Commanding Officer's Letter
(5) Sponsor Program Questionnaire, NAVHOSP29PALMS Form 1740/01

1. Purpose. To provide policies and procedures regarding the Command's Sponsor Program ensuring all personnel reporting for duty receive a personalized Welcome Aboard package and any needed assistance.

2. Cancellation. NAVHOSP29PALMSINST 1740.1A.

3. Background. Pursuant to reference (a), the Command Sponsor Program is designed to ensure the welfare and morale of personnel and their families assigned to the Command. These are essential factors which influence career motivation and benefit both the individual and the Command's overall mission.

4. Action

a. Head, Personnel Management Department shall:

(1) Act as the Command Sponsor Coordinator.

(2) Ensure the Commanding Officer receives a copy of advance permanent change of station (PCS) orders on all prospective personnel.

(3) Request sponsor(s) assignment for members E6 and below from prospective gaining Director/Department utilizing enclosure (1).

(a) Directors shall assign sponsors for prospective officers.

(b) Command Master Chief shall assign sponsors for prospective Chief Petty Officers.

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(4) Notify sponsors of their assignment by letter, enclosure (2), and provide them with a sponsor checklist, enclosure (3).

(5) Forward a Commanding Officer's welcome aboard letter to the prospective member, using enclosure (4) as an example.

(6) Brief assigned sponsors in accordance with the guidance set forth in reference (a).

(7) Monitor and evaluate the program's effectiveness by using the Sponsor Program Questionnaire, NAVHOSP29PALMS Form 1740/1 (Rev. 2/94), enclosure (5).

(8) Encourage all staff members to provide innovative ideas to enhance the Command's Sponsor Program.

(9) Assist sponsors with the new member and/or family during the transition period.

b. Directors shall:

(1) Develop and update, as necessary, a list of eligible sponsors and provide the name of such to Head, Personnel Management Department for use when requested.

(2) Assign sponsors to all prospective officers assigned to that Directorate.

c. Department Heads shall:

(1) Ensure the sponsor's actions are monitored and that newly reporting members are greeted with a "we care" attitude.

(2) Ensure the sponsor is given sufficient time and available resources, as required, to assist the prospective reporting member.

d. Command Master Chief shall:

(1) Assign sponsors for all Chief Petty Officers and above.

(2) Ensure the sponsor's actions are monitored and that newly reporting members are greeted with a "we care" attitude.

e. Assigned Sponsors shall:

(1) Write a personal letter to the prospective new member within ten working days of assignment, using enclosure (3) for proper format

(2) Call the incoming member to offer assistance.
Commercial lines may be used when authorized.

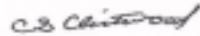
(3) Coordinate with sponsors from other Commands in the cases of active duty married couples.

(4) Be responsible to assist the new member in any way possible.

(5) Escort the new member during the check-in process.

5. Applicability. This instruction is applicable for all personnel aboard Naval Hospital, Twentynine Palms, California.

6. New or Revised Forms. The Sponsor Program Questionnaire, NAVHOSP29PALMS Form 1740/01 (Rev. 2/94), has been adopted in accordance with this instruction and is available through Central Files.



C. S. CHITWOOD

Distribution:
List A

NAVHOSP29PALMSINST 1740.1B
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SAMPLE SPONSOR REQUEST MEMORANDUM

15 Mar 96

MEMORANDUM

From: Head, Personnel Management Department
To: Director, Medical Services

Subj: REQUEST SPONSOR(S) FOR INCOMING PERSONNEL

1. The following personnel is/are scheduled to report to our command (PCS) and will need sponsors.

<u>RANK/NAME</u>	<u>CORPS/NEC</u>	<u>SPEC</u>	<u>CMD</u>	<u>EDA</u>
HM2 Joe Sailor	8425/0000	IDC	USS Neversail	12 AUG 96

2. In an effort to revitalize our Sponsor Program and to ensure that incoming personnel are provided the assistance they need before, during and after they arrive in this command, it is imperative that we send welcome aboard packages to them with the name of their assigned sponsors as soon as possible (ideally within two weeks after receipt of orders.) To meet this time frame, please provide the name(s) of the sponsor(s) for the above listed personnel within seven days.

3. I appreciate your support on this matter and my point of contact is HM1(FMF) Ryan who may be reached at extension 2651.

D. W. MCGOWAN

From: Director, Medical Services
To: Head, Personnel Management Department

Subj: REQUEST FOR SPONSOR(S)

1. The following personnel is/are assigned as sponsor(s):

<u>INCOMING PERSONNEL</u>	<u>SPONSOR</u>	<u>DEPT</u>	<u>PHONE NUMBER</u>
HM2 Joe Sailor			

Signature

Enclosure (1)

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5 April 1996

SAMPLE SPONSOR ASSIGNMENT LETTER

DEPARTMENT OF THE NAVY
NAVAL HOSPITAL
BOX 788250
MARINE CORPS AIR GROUND COMBAT CENTER
TWENTYNINE PALMS, CALIFORNIA 92278-8250

1300
Code 0102
19 Mar 96

From: Commanding Officer
To: HM2 Johnny B. Good, USN, 123-45-6789
Subj: SPONSOR ASSIGNMENT
Ref: (a) NAVHOSP29PALMSINST 1740.1B
Encl: (1) Sponsor Checklist

1. Pursuant to reference (a), you have been assigned as the sponsor for HM2 Joe Sailor who is reporting from USS Neversail and is due to report to this command on 12 August 1996. His mailing address is:

HM2 Joe Sailor
USS Neversail
FPO AP 98765-4321

2. You are responsible for assisting the newly reporting member with any questions he may have about this command and other duties as outlined in enclosure (1).

3. Point of contact on this matter is HM1 Ryan at extension 2651.

D. E. MCGOWAN
By direction

Enclosure (2)

SAMPLE SPONSOR CHECKLIST

SPONSOR CHECKLIST

Knowing what to expect and having a specific contact person at a new duty station can make the difference between a good move and a bad one. The sponsor can make the difference. Although the sponsor may have mixed feelings about being assigned this duty, the sponsor program rests with those who are charged with the responsibility for implementing it. Even if the sponsor did not "volunteer", the member should try to look upon his/her duties as challenges and opportunities that will be worth the time and effort that he/she puts into them. Duties of a sponsor can be broken down into three phases: (1) Pre-arrival, (2) Arrival, (3) Post-arrival. The following checklist is provided as a means of ensuring that the sponsor takes all the necessary actions:

1. PRE-ARRIVAL DUTIES. Once you have been assigned as a sponsor, you should consider the following:
 - a. Thoroughly review this instruction.
 - b. Draw upon the knowledge gained from your own experience as a newcomer.
 - c. Draw upon your experience with the Sponsor Program. If you have not found your sponsors helpful, decide what was lacking and try to make improvements.
 - d. Ask individuals in your department for help in meeting your requirements. Even if you have been a sponsor before, do not take the program for granted. The Navy wants to improve the program, not just continue present actions which have sometimes been inadequate.
 - e. Write a "Welcome Aboard" letter to your new shipmate. Some points to include are:
 - (1) Introduce yourself and give a warm welcome aboard.
 - (2) Include a copy of the rental/for sale ads from the local paper in any correspondence with the new member.
 - (3) Provide the member information on how he/she may contact you (work phone, your home address and telephone.)
 - (4) Ask him/her to keep you posted on his/her travel and arrival plans. You are required to keep the Personnel Management Department informed of any changes the member may make.

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(5) Provide follow-up letters or phone calls to answer any questions the new member may have.

(6) Consider a spouse-to-spouse note if the individual is married. Children also would probably enjoy corresponding with each other.

f. Act as a liaison between the expected arrival and the Command. If the expected arrival has questions you cannot answer, refer him/her to the authoritative source.

g. Request that the new member acknowledges receipt of materials.

h. Perform other duties as required to make the relocation even more successful.

2. ARRIVAL DUTIES. Once the individual arrives, you should consider the following:

a. Meet the incoming individual and/or family at arrival point.

b. Accompany him/her to temporary lodging.

c. Arrange for temporary transportation if required.

d. Assist in getting the member to the Exchange or Commissary for immediate needs.

e. Assist the military arrival with check-in procedures.

f. Help the member locate the Personal Property office to check on household goods and/or private auto shipments. This may be done before the member reports in for duty.

g. Familiarize the new arrival with the Naval Hospital and base facilities. Provide a tour of the Naval Hospital and area if the member desires.

3. POST-ARRIVAL DUTIES. Once the relocation has taken place, you should consider the following:

a. Remain as an escort to the individual as long as necessary, at least until he/she knows his/her way around and feels comfortable. Continue to assist the member during the first few weeks or months with other needs, such as registering a car, moving into permanent housing, etc.

Enclosure (3)

b. Do everything possible to help the new arrival "settle in." The above list is not exhaustive, and sponsors are encouraged to use initiative and ingenuity to increase the effectiveness of the program. If you sponsor someone as you would want to be sponsored, the following occurs:

(1) You will create a positive impression that will have a favorable impact on job performance.

(2) You will facilitate the relocation, lessening the stress for Navy personnel and their families.

(3) You will have the personal satisfaction of taking on a task and doing it well.

Ask yourself if you had to do it over again, what would you do differently. Make some notes and share them with others who will be acting as sponsors. Your comments about problems experienced and recommendations for improvement are critical to the continued success of this program.

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SAMPLE SPONSOR'S LETTER

(Letter should be informal, typed or handwritten) (May be mailed in a franked envelope)

Dear _____,

Welcome to the Naval Hospital, Twentynine Palms, California onboard the Marine Corps Air Ground Combat Center. An advanced copy of your orders was received on board this command, and I have been designated as your sponsor. My work telephone is: Commercial: (____)____-_____ DSN: ____-_____. Should you desire, my home telephone number is (____)____-_____. I may be contacted between (hours and hours). (Use 24 hour clock.)

The Personnel Management Department has notified me that your Welcome Aboard Package from the command was mailed on _____. Should you not receive it, please contact me or the Personnel Management Department at DSN 957-2651 or commercial (619) 830-2651 so that another package can be sent immediately.

Use this paragraph to add anything else you feel would be helpful/informative.

Again, let me welcome you aboard the Naval Hospital, Twentynine Palms, and if I can help you in any way, please don't hesitate to contact me.

Sincerely,

I. M. SPONSOR
HM3 USN

Enclosure (3)

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SAMPLE COMMANDING OFFICER'S LETTER

DEPARTMENT OF THE NAVY
NAVAL HOSPITAL
BOX 788250
MARINE CORPS AIR GROUND COMBAT CENTER
TWENTYNINE PALMS, CALIFORNIA 92278-8250

1740
Code 0102

HM2 Joe Sailor
USS Neversail
FPO AP 98765-4321

Dear Hospital Corpsman Second Class Sailor,

Greetings, and welcome to the Twentynine Palms Naval Hospital. We have received notification of your upcoming transfer and are looking forward to having you on board.

Our hospital was dedicated on 9 July 1993. We provide inpatient and outpatient services to a beneficiary population of 27,000. Our hospital has a 40 bed capacity, eight bassinets, a 24-hour emergency room, a very busy Family Practice and Military sickcall, and numerous clinical specialties.

The Naval Hospital is located on the Marine Corps Air Ground Combat Center (MCAGCC), in the California desert city of Twentynine Palms. To the southwest are the neighboring towns of Joshua Tree (15 miles) and Yucca Valley (23 miles). The metropolitan area of Palm Springs is southwest of Twentynine Palms (60 miles) and has the nearest airport. San Diego is three hours to the south and Los Angeles three hours to the west. The casino resort towns of Las Vegas and Laughlin are approximately three hours to the east. Since commercial transportation is limited in the area, it is advisable to have an automobile.

If your travel itinerary includes Palm Springs, California, there is no commercial transportation from that city to this command. Also, taxi fares are not reimbursable as part of your travel claims. We advise you to call collect to the command quarterdeck at (619) 830-2190, so we can send our duty driver to pick you up from Palm Springs, California.

If you have an automobile, be prepared to have a SMOG Certification completed as it is now a law that all vehicles be certified, whether the vehicle is registered with California or any other state. The SMOG Certificate must be completed prior to registering your car on base. You will be given a temporary pass for up to 90 days to allow you to complete this. The SMOG Certification can be done in the local civilian communities of 29

Enclosure (4)

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Palms, Joshua Tree, or Yucca Valley. It will cost you anywhere from twenty-five to thirty-five dollars, so shop around.

Bachelor Quarters (BQ/barracks) are available for single personnel and base housing is available for married personnel. Base housing has a waiting list. The time period to acquire base housing depends on rank and number of family members. Housing sales and rentals are available in the civilian community at reasonable rates. Local motel accommodations and a Temporary Lodging Facility on base are also available. Further details regarding accommodations can be found in your Welcome Aboard Packet.

Summer uniform wear commences the second week of April and winter uniform the second week of November. The uniform shop on base has an extremely limited selection of Navy uniform items, so ensure you have sufficient uniforms when checking aboard.

Camp Pendleton (San Diego area) serves as our disbursing office since there is no disbursing office at Twentynine Palms. You will have to wait approximately one week for your first paycheck.

There is a child care facility and an elementary school on base. Child care is available on a full-time or "drop in" basis for children six weeks to six years old. In the city of Twentynine Palms there are three elementary schools, one junior high school and two high schools.

Copper Mountain College is a local community college and offers classes on their Joshua Tree campus and on base. Chapman University and National University, located on base, offer baccalaureate and master degrees.

Hospital Corpsman Second Class Johnny B. Good has been assigned as your sponsor. He will be contacting you in the near future and will be happy to assist you. He can be reached at DSN 957-2111 or commercial (619) 830-2111 between 0800-1600 Pacific Time Zone. Please keep your sponsor informed of your planned itinerary so he can assist you in every way possible. If you require administrative assistance, contact the Personnel Management Department at DSN 957-2335 or Commercial (619) 830-2335.

I believe you will enjoy Twentynine Palms and the High Desert area. The Naval Hospital is a friendly and comfortable place to work and offers excellent opportunities for professional growth. WELCOME ABOARD!

Sincerely,

C. S. CHITWOOD
Captain, Medical Service Corps
United States Navy
Commanding Officer

Enclosure (4)

SPONSOR PROGRAM QUESTIONNAIRE

Your help is requested in evaluating the effectiveness of our Sponsor Program. We ask that you complete this questionnaire based on your experiences during the recent PCS transfer. Upon completion, forward this questionnaire back to the Sponsor Coordinator, Personnel Management Department.

Name: _____ Rank/Rate:

Assignment: _____ Date of Arrival:

Sponsor's Name: _____ Rank/Rate:

1. Were you assigned a sponsor before arrival? YES NO

2. Marital Status:

Single Married (Accompanied) Married (Unaccompanied)

3. Did your sponsor:

YES NO

____ Meet and greet you upon arrival?
____ Arrange temporary transportation for job and
Other needs?
____ Arrange for temporary housing?
____ Have positive attitude toward Command and local
area?
____ Write to you prior to arrival? If so, how many
Times?
____ Answer your questions timely and accurately?
____ Show you around the command, base and local area?
____ Escort you during check-in process?
____ Assist you in getting settled in?

4. What information did you receive from your sponsor and Command prior to arriving? (Circle one or more.)

LETTER INFORMATION PACKAGE OTHER:

5. Overall, how would you rate the helpfulness of our sponsor?

Very poor 1 2 3 4 5 Excellent

6. Please use the reverse side of this form or a separate sheet to make any other remarks, criticisms or recommendations concerning our Sponsor Program. For further information, contact my office at extension 2651/2335.